
8. GENERAL BILLING PROVISIONS

8.01 GAS MEASUREMENT

METERING

The Company will supply the customer with gas to each separate building or structure only through the metering facilities furnished and owned by the Company. The Company will determine the place for setting or resetting a meter. The customer will furnish shelter or protection satisfactory to the Company for any meter installed on the customer's premises. When the customer fails to provide adequate meter protection, the Company may exercise remedies outlined in § 7.02.

POINT OF DELIVERY

All rate schedules apply to gas received at one point of delivery, the outlet of the Company's meter set. Multiple delivery points to a single customer may be combined as one point of delivery where it is desirable for the Company's operating convenience to render one bill. In no event shall multiple delivery points be combined into a single service agreement where the delivery points are not connected to the same service line.

MULTIPLE RATES

Interruptible sales customers are allowed to base load a portion of their usage on firm sales service. In such cases, gas delivered through the meter will be billed on a daily basis, if the data is available, in the following schedule order; GS, FS, IS. FT-1 transportation customers are allowed to base load their usage with interruptible transportation service and will be billed on a daily basis as follows: FT-1, TS. In every case the highest basic service fee will apply. Customers selecting multiple rates must specify a maximum daily contract limit by rate schedule. The billing for volumes exceeding contract limits will revert to the first rate block in subsequent rates.

MASTER METERING

Mobile Home Parks

The Company will not serve new mobile home park applicants on a master meter. For service to existing master metered mobile home parks see § 7.05.

Residential and Commercial Structures

New natural gas service to any residential or commercial structure will not be provided through a master meter unless it is determined by the Company that a master meter is the only feasible method of providing such service.

Industrial Structures

As determined solely by the Company on a case-by-case basis, two or more permanent industrial structures on adjacent private properties and owned by one individual or business entity may be served through a master meter.

METER READING INTERVALS

Meters will be read at regular intervals of approximately 30 days. Usage will be estimated using established calculation procedures if a meter read is not obtained. When the customer denies reasonable access to Company facilities, the Company may exercise remedies set forth in § 7.02.

METER TESTING BY COMPANY

At any time the Company may at its own expense test any of its meters. If a meter test shows evidence of tampering, the Company may proceed with any of the remedies set forth in § 7.02.

METER TESTING AT CUSTOMER'S REQUEST

Upon written request of the customer, the Company will promptly complete a meter test after receipt of such request. If such test shows the average error of the meter to be 3% or less, the customer will pay for the test if the meter has already been tested within the previous twelve months. See § 8.03. If a tested meter shows an average error of more than 3% (plus or minus), the Company will refund any overbilling if the meter is fast, and the customer will pay any under billing if the meter is slow, based on the nearest corresponding equal period of use by the customer at the premises when the meter was operating accurately. In instances where there is insufficient billing history of the customer at the premises, a reasonable consumption will be determined by the Company from monitored usage after the meter change. Correction of billing will be made in accordance with § 8.02.

NON-REGISTERING METERS

If the Company's meter fails to register at any time, the gas delivered or used by the customer during such failure, in the absence of a more accurate basis, may be determined using consumption from the customer's nearest corresponding equal period of usage at the premises when there was no such failure. In instances where the accurate operation of the meter cannot be determined or where there is insufficient billing history of the customer's usage at the premises, a reasonable consumption will be determined by the Company from monitored usage after the meter change. If necessary, the Company may use other established calculation procedures. Correction of billing will be made in accordance with § 8.02.

METER ACCESS

The Company has the right of access to the customer's premises at all reasonable times, and the customer will permit and make provision for unobstructed access for the purposes of reading, inspecting, relocating or removing the meter, or for any other purpose pertaining to natural gas service as may be necessary for the protection of the Company, its facilities and/or the customer.

METER RELOCATION AND/OR SERVICE LINE CHANGE AT CUSTOMER REQUEST

If the customer requests that the meter or service line be relocated, the Company will determine the feasibility of the move and provide a cost estimate for the work. The estimate will be based upon, but not limited to, the current cost of service line installation, meter resetting, permit fees and service deactivation if required. Upon acceptance of the estimate and payment by the customer, the work will be scheduled and completed.

METER SIZING

The sizing and design of meter sets will be established by Company personnel on the basis of the expected deliverability requirements of the customer.

At a customer's request, the Company will review the deliverability requirements. If a meter set change is warranted, any such change will be made at the Company's convenience. A meter set change may require a different Basic Service Fee (BSF) as set forth in § 8.03.

If a meter set change is required, the customer will be charged for the meter set change on the basis of equipment, labor, material and supplies utilized, except when the change is due to Company error.

AVERAGE HEAT CONTENT

The average heat content of gas deliveries in the State of Utah will be approximately 1,020 Btu/cubic foot of gas measured at 14.73 psia and 60° F on a dry basis. However, the actual heat content may vary from location to location and will be determined and billed as indicated below. In any event, actual heat content will not vary outside the limits of 980 to 1,170 Btu per cubic foot.

VOLUME TO DTH CONVERSION

The Volume Multiplier as shown on the customer's billing statement adjusts the volume of gas as measured by the Company's meter to the actual heat content of gas as measured and sold in decatherms (the customer's actual Dth usage). The heat content of the gas flowing in the Company's lines will be the arithmetical average of the daily average heat content, as determined from recording calorimeters or other appropriate devices.

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9. INITIATION AND TERMINATION OF SERVICE

9.01 APPLICATIONS FOR AND INITIATION OF GAS SERVICE

METHODS OF APPLYING

Residential and non-residential applicants may apply for service either in person, in writing including electronically transmitted application, or by telephone. A security deposit may be required as more fully provided in § 8.03.

TENANT APPLICATIONS

A tenant will be allowed to make application for gas service to premises with a shared meter or a shared appliance (as defined in the glossary) provided the tenant acknowledges billing responsibility for the premises. Notice of discontinuance of service to a residential account shall be in compliance with § 9.05. A tenant will not be allowed to make application for gas service to premises with a master meter (as defined in the glossary).

RESALE OF GAS

The Company agrees to supply gas service to the customer for the purpose stated in the gas service application. The customer may not resell such gas for any purpose, except for use in vehicles after compression to a minimum of 500 lbs. This prohibition on resale applies to gas supplied through master meters for tenant use at the customer's premises. A customer may, however, allocate the total gas bill to individual units downstream of a master meter.

INITIATION OF GAS SERVICE

The Company will not initiate gas service for any customer unless it has received written notification from the local building code official, or their authorized representative, that the proper inspections called for by any required building or other code have been performed. In addition, the Company will perform a spot test on the customer's piping before initiating gas service. This spot test will consist of checking the existing piping to insure that with the meter turned on and all appliances turned off gas is not flowing through the meter. The spot test will be limited to the equipment and piping installed at the time of the test. The Company expressly reserves the right to refuse to set a meter for any customer whose piping does not pass this spot test. This spot test by the Company does not meet the requirement of the International Mechanical Code and cannot be relied upon by any party responsible to insure compliance with any building or other applicable code. The Company may also refuse to commence or continue service whenever in its judgment an installation is not in proper condition. No spot test by the Company, nor any failure by it to object to the customer's installation, nor the fact that it will make connections with the customer's installation, will render the Company in any way liable for any damage or injury resulting from any defective installation by the customer.

OTHER REQUIREMENTS

The Company will deny service to an applicant who has not paid or made arrangements to pay an outstanding balance from a prior account that is less than four years old. For completion and acceptance of an application, the applicant may be required to sign for service. In the absence of a signature, the delivery of natural gas service by the Company and the acceptance of service by the customer will be deemed to constitute an agreement by and between the Company and the customer for delivery and acceptance of natural gas service under the terms of this tariff. Valid personal identification (picture identification or two forms of signature identification) of an applicant or customer may be required at any time. Service may be denied or terminated for subterfuge, providing false information or failure to provide valid personal identification.

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